

SW-04305A-09-0291



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ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax

Priority: Respond Within Five Days

Opinion No. 2010 85234

Date: 2/23/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Joann

McGuirk

Account Name: Joann McGuirk

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: San Manuel

CBR:

State: AZ Zip: 85631

is:

Utility Company. Coronado Utilities, Inc.

Division: Sewer-water

Contact Name:

Contact Phone

Nature of Complaint:

Joann McGuirk

San Manuel, AZ 85631

February 20, 2010

Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, AZ 85007

Arizona Corporation Commission

DOCKETED

FEB 25 2010

DOCKETED BY

[Signature]

RE: Docket No. SW-04305A-09-0291

Dear Sirs/Madams;

I am writing concerning the rate increase proposed in the above referenced Docket No. for Coronado Utilities, Inc.

I am a widow living on a fixed income and find this rate increase ridiculous! I am already paying more for my sewer than any of the surrounding communities. I fail to understand how Coronado Utilities can charge a flat fee on each home regardless of the size of the family living there or how much water is being used. In my life I have lived in several places and this is the very first time I have had to pay a sewer flat fee! I think Coronado Utilities needs to revamp their entire billing structure and start charging us homeowners according to usage not a flat fee. Perhaps they need to get into communication with the water company and find out what each homeowner is using for water. I think it totally unfair that I am paying the same amount for my sewer as a family of 6 or more. It is my understanding that Coronado Utilities is also asking for a low income tariff where qualified lower income households will have a 25% lower sewer bill. Coronado Utilities is proposing that the homeowners that are able to pay their bills will have to pick up this 25% deficit. That would penalize the people that are not qualified for

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

the lower income rates - this is totally unfair! I don't know who is coming up with these ideas, but Coronado Utilities, Inc. seems to be out of control and needs to take a look at the economy and the struggling homeowners who are just making it now. I have decided to put my home on the market after being here for 20 years and part of the reason is Coronado Utilities, just charging what they feel like, in an economy where other companies are not doing this, I just can't keep up. Please don't let Coronado Utilities, Inc., continue to get away with rate increases and additional surcharges, enough is enough!

Sincerely,
Joann McGuirk
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/23/10 opinion filed in docket number SW-04305A-09-0291. closed
End of Comments

Date Completed: 2/23/2010

Opinion No. 2010 - 85234

SW-04305A-09-0291

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No. 2010 85244**

Date: 2/23/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **James**

Bossard

Account Name: James Bossard

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: San Manuel

CBR:

State: AZ **Zip:** 85631

is:

Utility Company: **Coronado Utilities, Inc.**

Division: Sewer-water

Contact Name:

Contact Phone:

Nature of Complaint:

James Bossard

San Manuel, AZ 85631

February 19, 2010

Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, AZ 85007

RE: Docket No. SW-04305A-09-0291

Dear Sirs/Madams;

I am writing concerning the rate increase and surcharge plan proposed in the above referenced Docket No, for Coronado Utilities, Inc..

I have been a San Manuel resident for many years. San Manuel has many citizens on a fixed income, of whom I am one. I am already paying more for my sewer than any of the surrounding communities. I fail to understand how Coronado Utilities can charge a flat fee on each home regardless of the size of the family living there or how much water is being used. I think Coronado Utilities needs to revamp their entire billing structure and start charging us homeowners according to usage not a flat fee. Perhaps they need to get into communication with the water company and find out what each homeowner is using for water. I think it totally unfair that I am paying the same amount for my sewer as a family of 6 or more, one size does not fit all in this situation. It is my understanding that Coronado Utilities is also asking for a low income tariff where qualified lower income households will have a 25% lower sewer bill. Coronado Utilities is proposing that the homeowners that are able to pay their bills will have to pick up this 25% deficit. That would penalize the people that are not qualified for the

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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Sincerely,
James Bossard
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

2/23/10 Opinion noted and filed in docket No. SW-04305A-09-0291. closed
End of Comments

Date Completed: 2/23/2010

Opinion No. 2010 - 85244

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion** **No.** 2010 85243**Date:** 2/23/2010**Complaint Description:** 08A Rate Case Items - Opposed
 N/A Not Applicable**First:****Last:****Complaint By:** **Loretta****Arriaga****Account Name:** Angel & Loretta Arriaga**Home:** (000) 000-0000**Street:****Work:** (000) 000-0000**City:** San Manuel**CBR:****State:** AZ **Zip:** 85631**is:****Utility Company:** **Coronado Utilities, Inc.****Division:** Sewer-water**Contact Name:****Contact Phone:****Nature of Complaint:**

Angel & Loretta Arriaga

San Manuel, AZ 85631

February 19, 2010

Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, AZ 85007

RE: Docket No. SW-04305A-09-0291

Dear Sirs/Madams;

I am writing concerning the rate increase and surcharge plan proposed in the above referenced Docket No. for Coronado Utilities, Inc..

I have been a San Manuel resident for many years. San Manuel has many citizens on a fixed income, of whom I am one. I am already paying more for my sewer than any of the surrounding communities. I fail to understand how Coronado Utilities can charge a flat fee on each home regardless of the size of the family living there or how much water is being used. I think Coronado Utilities needs to revamp their entire billing structure and start charging us homeowners according to usage not a flat fee. Perhaps they need to get into communication with the water company and find out what each homeowner is using for water. I think it totally unfair that I am paying the same amount for my sewer as a family of 6 or more, one size does not fit all in this situation. It is my understanding that Coronado Utilities is also asking for a low income tariff where qualified lower income households will have a 25% lower sewer bill. Coronado Utilities is proposing that the homeowners that are able to pay their bills will have to pick up this 25% deficit. That would penalize the people that are not qualified for the

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Sincerely,
Loretta Arriaga
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/23/10 opinion Filed in docket number; SW-04305A-09-0291. closed
End of Comments

Date Completed: 2/23/2010

Opinion No. 2010 - 85243
